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Hamilton-Wentworth Regional Police

Annual Report 1998



Building Community Partnerships



Dedication

A police service is many people –
officers on patrol, secretaries, detectives,
mechanics, under-cover officers, artists.

The organization chart resembles a tree,
with branches spreading in all directions.
And, like that tree, a police service is a living, breathing entity,
greater than the sum of its parts.

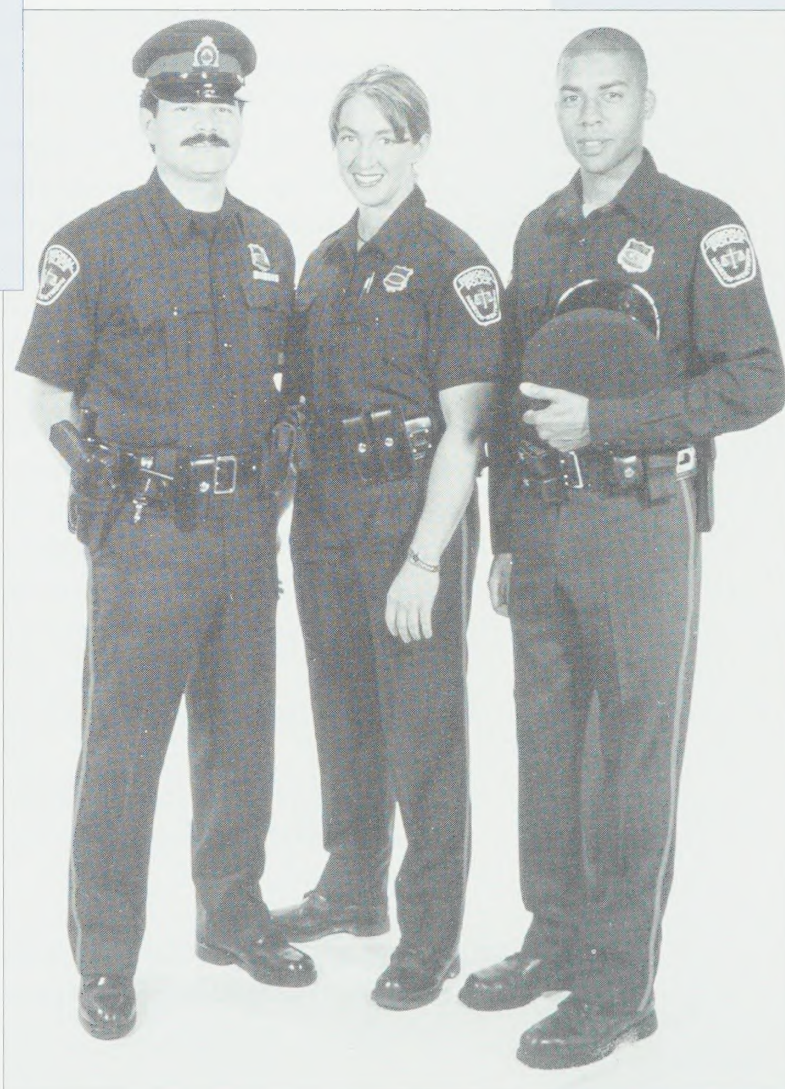
The trunk – our service, has no life
without the branches – our community.
The roots – our Police Services Board, support the trunk.
None has any life without the others.

A tree lives only when
all the parts are working fully and together,
and so it is with our service.

To this relationship, to its many parts,
this report is dedicated.

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Hamilton-Wentworth Regional

Dear Residents of
Hamilton-Wentworth Region:

A year ago, the Police Services Board of Hamilton-Wentworth unanimously nominated and elected me as Chairman. The issues and topics that confronted the Board, provided me with an unbelievable education in police servicing in our great community of Hamilton-Wentworth. I have counted it a true honour and supreme privilege to have served as the Chairman in 1998. Please let me take a few moments to highlight some of the events and accomplishments of 1998 for our Board, and to pay personal thanks to a number of people.



*Tom Jackson
Hamilton Alderman
Ward 6
Chairman – 1998
Police Services Board*

The year began with the matter of the outstanding contract negotiations before us and little did I realize then, that almost nine more months would transpire before we reached an arbitrated settlement. But, the word I've consistently heard: the arbitrated decision, from both sides, is fair! And, that's what working together to serve this community is really all about being treated fairly, and treating others fairly! The professionalism expressed on both sides of the equation really impressed me, in spite of the emotion that evolved from such an issue.

Other accomplishments included:

1. Hiring a new Police Chief, Ken Robertson in March of this year, to take our service into the new millennium.
2. Hiring two new Deputy Chiefs, Tom Marlor and Bruce Elwood, to oversee administration and operations, respectively.

There is close to 90 years of Hamilton-Wentworth police service experience between our Chief and two deputies. Given their local flavour and knowledge of our Region, I can't think of a better trio "at the top" to provide leadership and to position our community for the challenges ahead, from a policing standpoint.

3. The promotions of ranking officers to the levels of Superintendent, Inspector, Staff Sergeant and Sergeant. In hiring Chief Robertson, this Board (and I cannot stress this point enough) sent out a strong message to the department (and the community) that the local talent was right before our eyes and the message of hope and opportunity for internal advancement is there, for any hardworking member of our service.
4. The Chief's and Board's re-prioritized and re-charged commitment to "quality of life" issues (implementing plans such as our "youth crime" initiatives) will go a long way to making our community safer while sending a strong signal to our taxpayers that their local concerns and everyday problems are important to us.

5. "Advocacy" role of the Board:

I believe this role is critical to continuing to establish an ongoing liaison with ratepayers, schools, neighbourhood watch groups, ethno-cultural associations and others in Hamilton-Wentworth, with our Board and its police service. The issue of "red-light cameras" is a perfect example of advocating on behalf of citizens when they need a voice/vehicle to lend support to a cause. The traditional role of governance by the Board should be augmented by, I feel, a stronger advocacy role of the Board.

Police Services Board

6. The continued extension and outreach of the police service into the region in 1998 was successful. Opening new community policing centres and holding meetings at various town hall sites throughout the region, I feel, created a further sense of family, oneness, connection and openness between taxpayers, the police department and the Board.
7. A task force was established in 1998 to conduct a feasibility study to develop a planning process for locating and constructing a new south mountain community centre that would include a new police station, a library and a recreation centre — the first of its kind in Ontario! The board supported this much needed project through the task force.

I want to publicly thank the following individuals and groups:

My board colleagues, namely:

- Vice-Chairperson Mary-Lou Dingle

Members:

- Regional Chairman Terry Cooke
- Mayor Anne Bain of Stoney Creek
- Claudio Balice
- Michael Dingwall
- Judi Emerson

Former board members:

- Alderman Bernie Morelli, Ward 3
(my predecessor)
- Dennis Concordia
(who stepped down in September, 1998)
- Bob Prowse (our Clerk)
- Laurie Vechter (Solicitor to the Board and to the Service)
- Chief Ken Robertson
- Deputy Chiefs Bruce Elwood and Tom Marlor

Our support staff members for their insights, contributions and professional services:

- Alice Ayliffe, Patty Fletcher, Mike Rallo, Sherri Turpin, and the others.
- President Rick Arnold of the Police Association
- President Jim McGreal of the Senior Officers Association

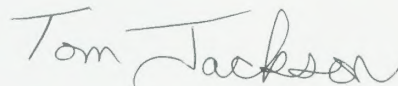
And, most importantly, to all of the men and women who serve, as uniformed officers or as civilians, in this great police service of Hamilton-Wentworth, a police service that is second to none in Canada.

Thank you on behalf of our board and all of the citizens of Hamilton-Wentworth for your outstanding, meritorious work in serving and protecting our citizens.

Also, to the many volunteers who work in partnership with our police service, thank you so much for your generous help in making our community a safer place.

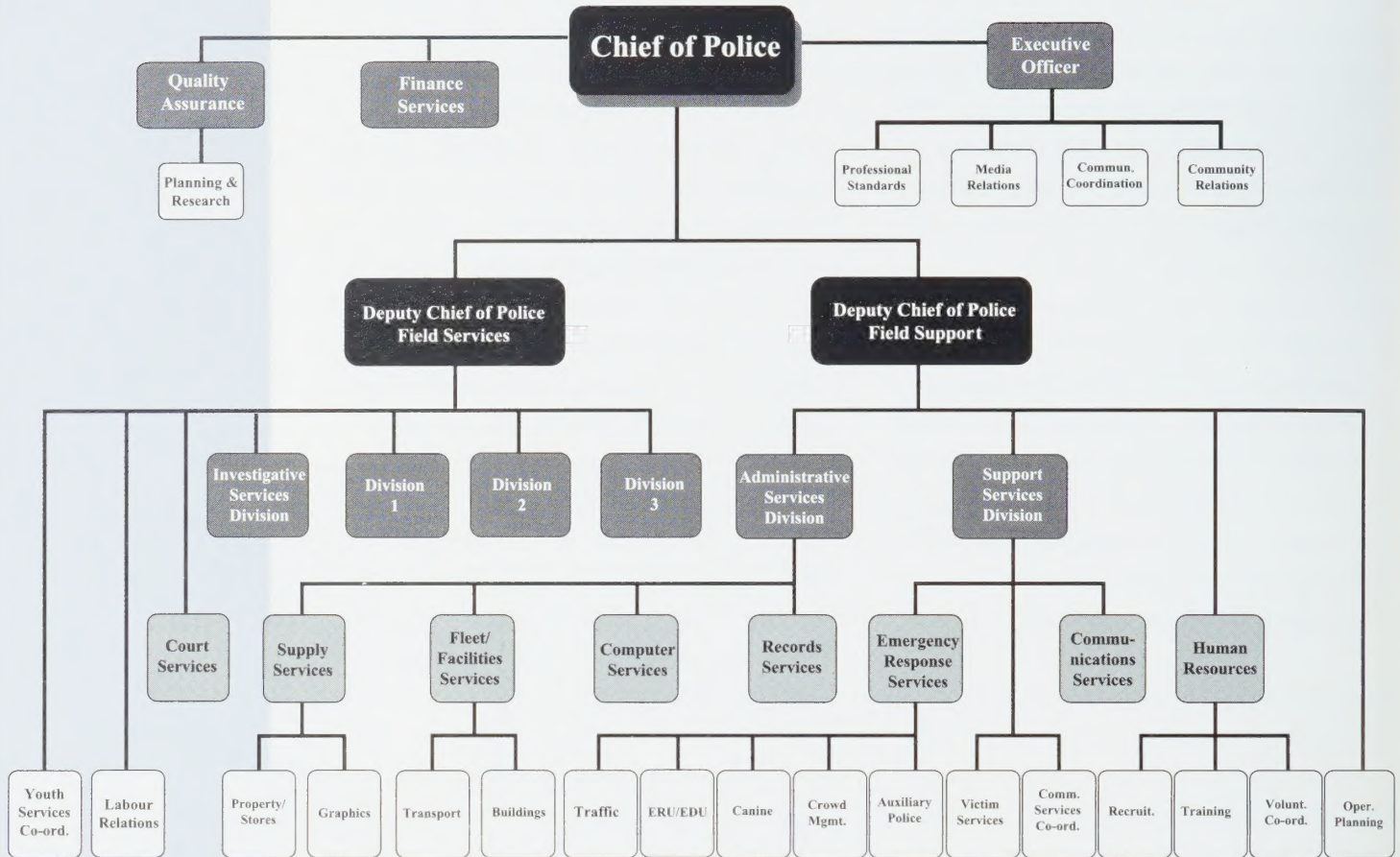
Finally, thank you to all citizens of Hamilton-Wentworth for your continued support of our police service, and Police Services Board, and our mandate "in serving in partnership with our communities in making Hamilton-Wentworth the finest place to live, work and play."

Sincerely yours,



Tom Jackson
Hamilton Alderman, Ward 6.
Chairman – 1998 Police Services Board

Organization Chart



Service Area

Area: 1,138 square km.
Population: 475,200



Mission, Vision and Values

Our Mission

**"To serve and protect
in partnership
with our communities"**

This mission statement succinctly reflects what our service does, how we intend to do it, and whom we serve.

This mission statement provides us with a common framework and a common language for meeting our challenges and successfully planning our future.

Our Organizational Values

In pursuit of our mission, we believe:

- in providing quality service
- that our members are our most important resource
- in open, positive communication which encourages teamwork
- in respect for, value of, and equitable treatment of, all individuals in our diverse community
- in being sensitive to the needs of victims of crime
- in using only the minimum force required in carrying out our duties
- in setting an example for the community we serve
- in a commitment to continuous learning and improvement

These eight organizational values represent the commonly held beliefs that we must strive for in our daily operations. These values are deliberately inclusive in their design; acknowledging that all of our stakeholders -- Police Services Board, employees, volunteers, victims, witnesses, suspects, accused and community-at-large -- are critical to our success as a public service provider.

Our Vision

At the Hamilton-Wentworth Regional Police, our vision is to:

"Be the best"

This vision statement captures our aspiration -- what it is we want to be. It guides us in setting high standards as we work towards being the nation's best, progressive, community-driven police service.

Chief of Police ~ Introduction



Chief Ken Robertson

In the spring of 1998, we bid farewell to Chief Robert Middaugh who provided outstanding leadership to the service for the last seven years. His commitment to a community-driven business planning process has helped to ensure that we address the real needs of citizens. Under his leadership, we learned to focus on the importance of organizational values and to recognize individual performance in support of those values.

Chief Middaugh established a network of public accountability mechanisms including: Citizen's Advisory Committees; Town Hall Forums; the Gay, Bisexual, Lesbian and Transgendered Task Force and a new Quality Assurance Branch. He will be remembered for introducing positive changes that transformed this service from a command and control, rules-driven culture, to a value-based, community driven organization. Police service members and citizens across the region will truly miss this outstanding professional.

In May, I was honoured to be appointed Chief of Police. I would like to acknowledge the support and confidence of the Police Services Board and all members of the service during my transition period.

During 1998, we continued towards the vision of the Hamilton-Wentworth Regional Police Service, "to be the best, progressive, community driven police service in the nation." Our success is built upon the professional efforts of the knowledgeable and highly motivated members of this organization.

To facilitate more efficient and effective service delivery, a major restructuring of the service was implemented in the fall of 1998.

The two-deputy system was reintroduced, with Deputy Chief Bruce Elwood in charge of the Field Services Bureau and Deputy Chief Tom Marlor in charge of the Field Support Bureau.

The Operational Services Division and the associated superintendent position were eliminated. The six remaining divisions were subsequently reorganized with due regard for unity of command and span of control. Planning and Research was attached to the new Quality Assurance function in order to promote our commitment to business planning, quality service, best practices and performance management.

Operational highlights in field services included the arrest of the Ravine Rapist. Task force investigators ended a decade of serious attacks in the eastern part of the region. A joint forces project was developed to investigate the murders of organized crime figures John Papalia and Carmen Barillaro. Members of Project Expiate arrested the contract killer and two members of organized crime in one of the largest and most extensive investigations in the history of our region.

Crime trends continued to show a downward trend compared to the five-year average. The Strategic Approach to Youth Crime program focused the efforts of patrol officers, HEAT teams and youth officers on chronic young offenders and proved to be very successful.

Auto thefts were reduced by over 1,000 incidents this year, with a thousand less victims and a \$3.5 million dollar reduction in insurance claims across the region.

Many HWRP programs are now considered "best practices" in the policing community. A few examples of programs that are being implemented by other agencies across the country include:

- Domestic Violence initiatives
- High Risk Offender Program
- HEAT Teams
- Senior's Support Officers
- School Liaison Officers

The Field Support Bureau spearheaded a multi-year project within the service that will dramatically alter the way we do business. We will be upgrading our computer aided dispatch centre to Windows NT, moving to a new set of office computers with a Windows operating system and implementing a new records management system that will be common throughout the province.

Field Support also provided quality service training programs that continue to pay dividends -- a further reduction of public complaints by 26 per cent. This is complemented by an increasing number of citizen's letters of appreciation that now exceed 200 each year.

A new Priority Response System was developed and introduced with a very successful public education campaign. The new initiative received strong support from citizens and members of the service. This system ensures a more timely response to real emergencies.

One significant development in the human resources function was the agreement with Applicant Testing Services Inc., of London, Ontario, to conduct pre-interview assessment tests for police constable applicants. A job share program and new performance appraisal and career development plans have been introduced in support of our organizational value -- "our members are our most important resource." These comprehensive programs will help address our members' needs and will provide them with the opportunity to develop skills in a variety of positions throughout the organization.



Chief Robertson rides in style in Hamilton's Santa Claus parade

Our corps of citizen volunteers continues to expand with the annual Citizen's Police College graduations. We now have over 350 citizen volunteers who work inside the service. Victims Services, Auxiliary Police, Citizen's Advisory Committees and Community Policing Centre volunteers are just a few examples of concerned citizens serving in partnership with the police.

I want to thank Deputy Chiefs Bruce Elwood and Tom Marlor and Senior Officers for their leadership during difficult times, and the Police Services Board for their continuing support. The citizens of Hamilton-Wentworth are indeed fortunate to have such a talented and dedicated group of men and women who work on the front-line and in support positions across this service. It is indeed an honour for me to serve as their Chief of Police.

I look forward to another challenging and rewarding year in this vital public service as we continue our journey to be "the best, progressive, community driven police service in the nation."

Kenneth D. Robertson
Chief of Police

Office of the Chief

Chief Retires

After seven years at the helm, Chief Robert Middaugh retired on Thursday April 30, 1998.

On the same day, Deputy Chief Ken Robertson was sworn in as the new Chief of Police for the Regional Municipality of Hamilton-Wentworth. Chief Robertson had been the deputy chief since 1992. He began his career with the force as a constable in 1967.



Regional Chairman Terry Cooke congratulates Chief Ken Robertson on his appointment



The "Change of Command" ceremony took place at Central Police Station on April 30

First Annual Chief's Dinner

On May 4, 600 people gathered at Carmen's Banquet Centre for the first annual Chief's Dinner.

The fundraising dinner raised more than \$30,000 which was distributed to three local organizations; Crimestoppers, Neighbourhood Watch and the Woman Abuse Working Group – a network of 27 agencies working toward eliminating violence against women.

Professional Standards

Professional standards complaints decreased by 26 per cent and informal resolutions increased to 30 per cent. The number of public complaints decreased from 219 in 1997 to 143 in 1998. In addition, the Hamilton-Wentworth Regional Police had the highest number of informal complaint resolutions of any Police Service in Ontario.

Community Relations

In 1998, the Community Relations Coordinator (CRC), Jane Mulkewich, continued to liaise with many community groups on issues of racism and discrimination. Examples include;

- interventions following violent incidents in schools
- supporting the Healthy Aboriginal Men's program of the Hamilton Regional Indian Centre
- continuing meetings with the Cambodian community, and
- involvement with a number of events around the March 21 International Day for the Elimination of Racial Discrimination.

The CRC continued to recruit and screen language interpreters so police officers would have access to interpreters when necessary. Assistance was also provided to human resources in:

Office of the Chief

- consulting with the community to review the recruitment process to ensure it provides an equal opportunity to all applicants
- marketing policing as a career in communities that are traditionally under-represented on the basis of gender, race, disability, sexual orientation, religion, or language.



Special guests at the 1st Annual Chief's Dinner included (from left) former police chiefs Robert Hamilton, Colin Millar, Gordon Torrance, Robert Middaugh, and Chief of Police Ken Robertson

Through the CRC, the branch continued to play a facilitative role in the GLBT (gay/lesbian/bisexual/transgendered) Task Force which worked on many issues, the most high-profile being the launch of an anti-bashing campaign.

Anti-Racism Initiatives

One of the Community Relations Branch's most significant milestones of 1998 was a thorough review of the HWRP anti-racism training program.

As part of this process, a forum was held in June with the black community. A final report was distributed that made recommendations to improve the training program. The recommendations continue to be implemented in an on-going effort to improve the design and delivery of anti-racism training to police officers.

In December, HWRP became a member of the Council of Police Against Racism (COPAR), a new networking group of police representatives from the Greater Toronto Area (GTA).

Priority Response System (PRS)

The new PRS was launched on December 1. A successor to the Differential Response System, PRS is an enhanced system of categorizing the seriousness of calls for service which helps to determine the appropriate response level.

Developed as a result of community feedback, it was created in consultation with established Citizen's Advisory Committees.

Quality Assurance

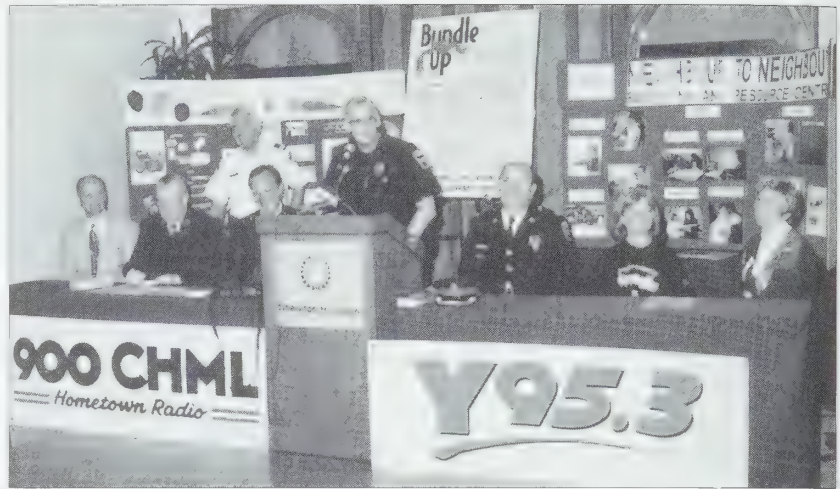
The Quality Assurance Branch was established to ensure full compliance with the new Police Services Act Adequacy Standards that come into effect on January 1, 2001. The branch is responsible for development, implementation and evaluation of performance management, benchmarking and "best practices" initiatives. In 1998, the branch completed gun, drug and liquor compliance audits and began a systematic quality assurance evaluation.

Planning and Research Branch

Planning and Research continued the strategic planning process by evaluating the HWRP 1997-2000 Business Plan and creating a quality service survey as a part of the service-wide Performance Management Plan. The branch also participated in the patrol re-engineering project called COPP 2000 (Challenging Our Patrol Priorities into the Next Century).

Office of the Chief

COPP 2000 is an objective of our Business Plan to improve the administrative and operational processes of the patrol function. In 1998, the Planning and Research Branch began reporting to the new Quality Assurance Inspector.



Police Week

Police Week is the perfect opportunity for the entire service to get out and about in the community. Mall displays are always popular, especially with the kids who love to climb aboard the motorcycles. In 1998, a weekend extravaganza was held at Eastgate Square. A variety of equipment was on display including a hovercraft, police cruisers, police dogs, and the "Seat Belt Convincer" demonstration unit.

In partnership with the community, Project Bundle Up was launched for the winter season

Project Bundle Up

This region-wide program, a partnership of the HWRP, local community organizations and individuals, was launched in 1998. Several existing winter clothing programs were united under the Project Bundle Up banner. During 1998, thousands of winter coats were distributed to more than 3,000 families and their children. It is our hope to build on the success of this program and continue to assist those most in need in our communities.

Earn-a-Bike Program

Launched as a pilot project in 1997, this program has proven to be a tremendous success. The program aims to put youth to work, encourage team spirit, build job skills, and develop self-esteem and pride in the community.

Participants must complete 30 hours of community service to earn a bike. The service focused on cleaning up streets and parks in and around the areas of Centre Mall, Limeridge Mall, Jackson Square, Landsdale/Stinson and Beasley Community Policing Centres.

Notable Retirement

In January, it was farewell to a well-loved HWRP member -- Rudy, the police service dog. After 49 years (seven in human years) of meritorious service, the team of Rudy and Constable Tom McKittrick moved on to new positions: Constable McKittrick to the Street Crime Unit, and Rudy to a life of leisure away from policing.

One of the highlights of their partnership was being recognized as members of the month in April 1995 when they were credited with saving the life of a woman. Rudy located the woman who had gone missing on a bitterly cold day. The woman was in the latter stages of hypothermia and Rudy lay beside her until the ambulance arrived.



Office of the Chief

Project Concern

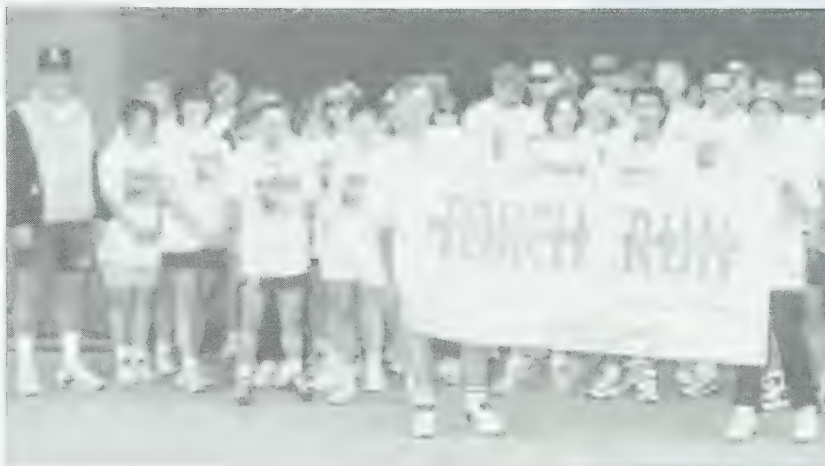
The 7th annual "It's a Kid's Christmas" (an internal charity funded by payroll deductions) brought cheer to 450 underprivileged children throughout the region. In addition to enjoying clowns, face painting, arts and crafts, the kids were served an elaborate turkey dinner. The children are selected by the social agencies that serve them.

Cops for Cancer

In October, 52 police officers, along with 15 family members and friends, shaved their heads in support of those who have lost their hair as a result of cancer treatment. In the process, these community-minded officers raised more than \$30,000 for the Canadian Cancer Society.

The 1998 Torch Run

HWRP and our law enforcement partners in the community turned out in force for the 12th annual Law Enforcement Torch Run for the Special Olympics. Over the past 11 years, HWRP has raised an impressive \$500,000 for this cause.



Top: HWRP -- proud supporters of the annual Law Enforcement Torch Run

Centre: During Police Week, Chief Ken Robertson was ably assisted by "Chief for the Day" Sarah Bihun, a grade six student from Hamilton's Holy Spirit School

Bottom: In October, a group of community-minded officers shaved their heads and, in the process, raised more than \$30,000 for the Canadian Cancer Society



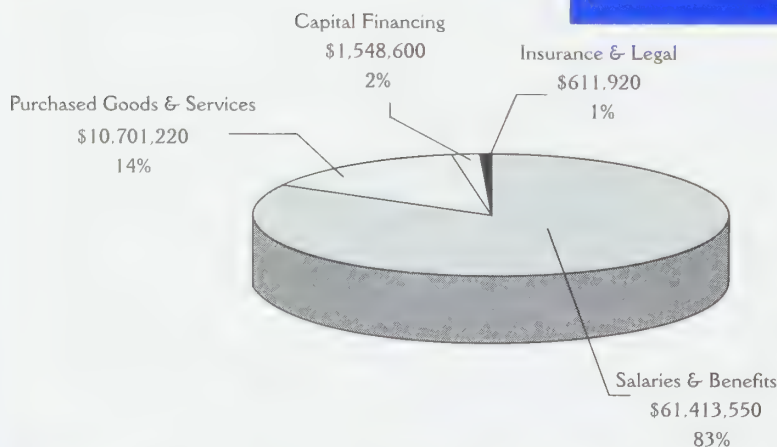
Statistical & Financial Overview

1998 Hamilton-Wentworth Statistical Crime Report

	1998 Actual	Five-Year Average (1993-97)	% Change (compared to past five-year average)
Overall Reported Crimes	28,236	32,915	- 14.2%
Violent Crimes	6,105	6,372	- 4.2%
Homicides	5	11	- 54.5%
Attempted Murders	4	8	- 50.0%
Abductions	10	17	- 41.1%
Robberies	416	461	- 9.7%
Sexual Assaults	580	612	- 5.2%
Assaults	5,090	5,263	- 3.2%
Property Crimes	22,131	26,543	- 16.6%
Theft over \$5,000	306	1,394	- 78.0%
Fraud	1,053	1,358	- 22.4%
Theft under \$5,000	10,900	12,925	- 15.6%
Vehicle Theft	4,469	5,240	- 14.7%
Home Entries	3,388	3,408	- 0.58%
Other Entries	2,015	2,218	- 9.1%

Source: 1998 HWRP Year End Crime Statistical Report. Compiled by Nancy Kaneva, HWRP Crime Analyst

1998 HWRP Expenditures by Item (Total = \$74,275,290)



1998 Member of the Year



Constable Ian McKellar

Some officers become involved in initiatives that don't end when the shift is finished. Sometimes, these initiatives stretch out for many months and become part of the officer's daily routine. Constable Ian McKellar has been involved with just such a program: "Safe on Six." To Constable McKellar, this program became a passion.

In 1995, Constable McKellar became part of a committee aimed at reducing the number of fatalities on Highway #6 between Hamilton and Port Dover. The committee was formed to look at ways of preventing these fatalities, which numbered 15 in the previous five years. Constable McKellar was instrumental in ensuring that all infractions were diligently enforced by HWRP and the OPP.

The committee was instrumental in lobbying the provincial government to invest over \$7 million to re-engineer the highway to make it safer. The last part of this project will be the installation of a traffic light at Twenty Road and Highway #6.

As a result of this project, there have been three fatalities since February 1995 (all related to driver error) and no fatalities for the past two years.

Constable Ian McKellar's efforts have been directly responsible for the reduction of fatalities on this stretch of highway.

Field Services Bureau



*Bruce Elwood
Deputy Chief of Police
Field Services Bureau*

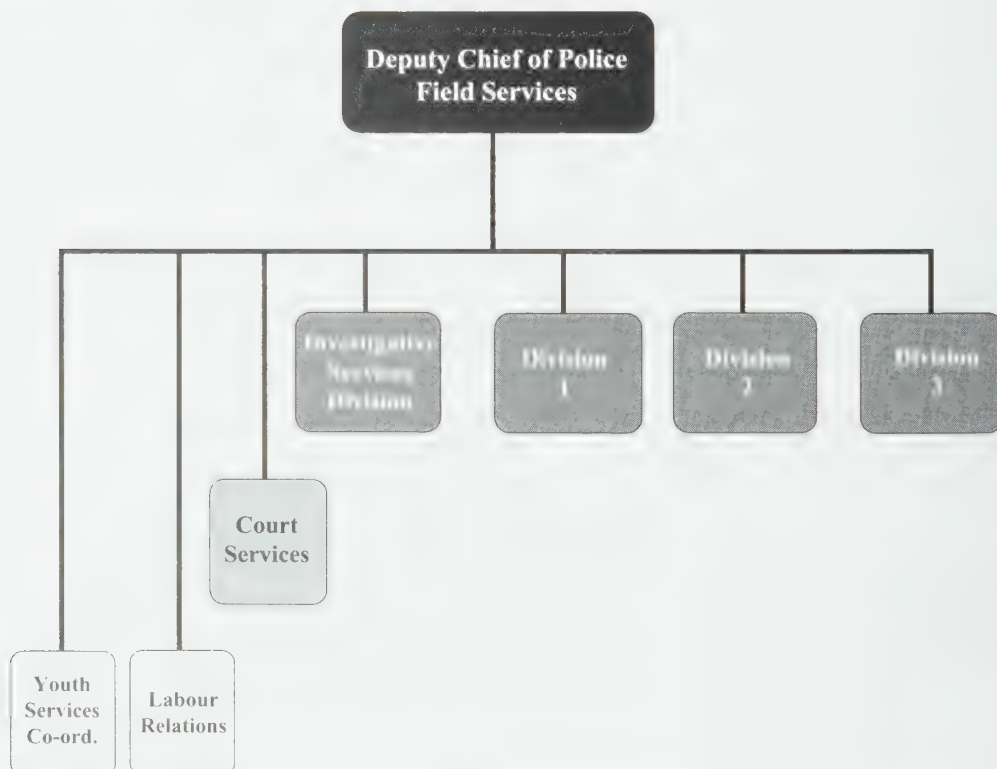
I was Superintendent of the Investigative Services Division from January to June of 1998. In June of 1998, I was promoted as the new Deputy Chief of Police, ending 24 years in the Criminal Investigation Division.

Since June, I have been responsible for Patrol Divisions One, Two and Three, as well as the Investigative Services Division, Court Services, the Regional Youth Co-ordinator, and the Labour Relations Office.

Each of the respective divisions and offices had a busy year and we continue to lead in many areas of policing throughout the Province of Ontario. The HEAT team concept, and HWRP's approach to the case management of high-risk offenders have been adopted by many other police services. We are a model for other police agencies as a result of our work in domestic violence, senior support and, most recently, Strategic Approach to Youth Crime. Our accomplishments in these areas have been recognized by Ontario's Solicitor General's Office.

We continue to strive in all areas of policing to be the nation's best, progressive, community-driven police service.

Organization Chart



Investigative Services Division

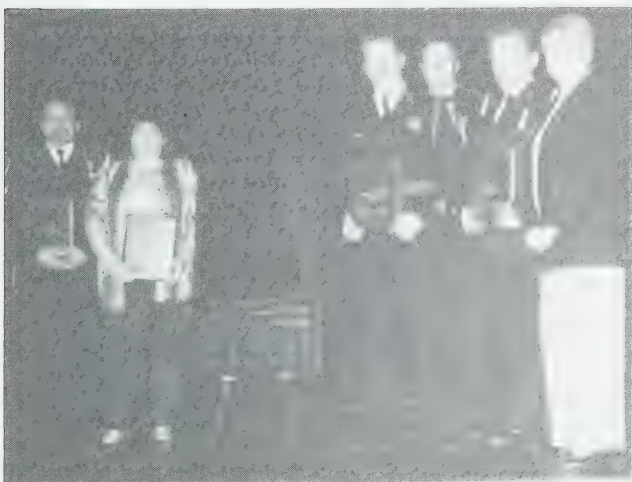
Major Crimes Branch

This branch investigated all major crimes including five homicides and a number of attempted murders, aggravated assaults, major robberies and serial sexual assaults.



In 1998, a number of high profile cases came to a successful conclusion whether by arrest or conviction in court, including:

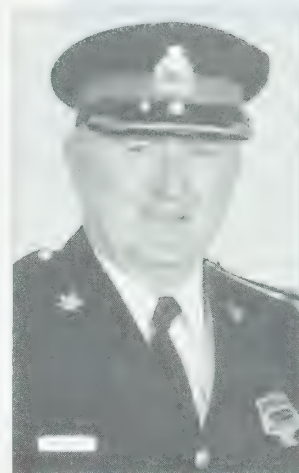
The Ravine Task Force solved a series of rapes, sexual assaults, homicides and attempted homicides that occurred in Stoney Creek over several decades. Task Force members received the Leonard G. Lawrence Award for outstanding police work. The members included Detective Sergeant Steven Hrab, Detective Wayne Bennett, and Detective Constables Tom McKittrick, Mark Petkoff and Marg Beckersen.



Award-winning Ravine Task Force members.

Project Expiate -- a joint forces project resulted in the arrests of several local suspects for the contract killings of organized crime figures John Papalia and Carmen Barillaro.

Still under investigation are the William Staples/Rhonda Borelli father/daughter murders whose bodies were found in a Toronto Park-N-Fly in June, and, the Fred and Lynn Gilbank murders. Their bodies were found in their Ancaster home in November.



*James McGreal
Superintendent
Investigative Services*

Child Abuse Branch

In 1998, this branch investigated 1,114 cases of intra-familial and extra-familial abuse (physical and sexual) involving complainants under the age of 16. The branch works very closely with the community Children's Aid Societies under an established protocol.

Crime Analyst

Investigative Services Division conducts detailed analyses of reported crimes throughout the region particularly in relation to major crime investigations. Statistics are gathered and interpreted to reflect and identify trends and patterns that are reported regularly to operational and administrative personnel.

In 1998, the Crime Analyst received a Divisional Commendation for support services that resulted in the identification and conviction of a bank robber known as the "Jockey Bandit."

Investigative Services



ViCLAS

Violent Crime Linkage Analysis System

All violent crimes are monitored, tabulated and entered into the provincial ViCLAS (Violent Crime Linkage Analysis System) Centre for provincial and federal analysis.

Identification Branch

This branch examines crime scenes and associated items in an effort to locate, collect and preserve physical evidence, trace evidence and latent fingerprints. The branch also photographs, measures and creates graphic materials such as exhibits for criminal investigations and scale models of crime scenes.

Statistics:

Photographs	30,906
Prisoners Processed	8,112
Forensic Investigations	5,077



Intelligence Branch

This branch provides tactical, strategic and investigative support to all divisions and has reciprocal arrangements with other law enforcement agencies. The branch has surveillance, technical support, arson, auto theft, scrap, and parole/witness relocation units.

Statistics:

Arrests	76
Charges Laid	261

Police/Parole Liaison Program

This program supports the Hamilton-Wentworth Forensic Psychiatric Committee which is being modelled throughout the province. Partners include mental health service providers, Ministry of the Attorney General and Correctional Services Canada. The committee meets bi-weekly as a member of the Community Assessment Team of Corrections Services Canada to review all applications for parole and release to the Hamilton-Wentworth community.



Identification branch staff use "low tech" and "high tech" equipment

Investigative Services

High Risk Offender Program

The HWRP's Strategic Targeted Offender Program (STOP) case management model for high risk offenders has been presented at several conferences throughout the country. Former Superintendent Bruce Elwood appeared on a number of news and public affairs programs to discuss the highly successful strategy and tactics.

Major Fraud Branch

This branch investigates major frauds involving counterfeiting, credit cards, welfare, Worker's Compensation and the internet.

Two hundred and twenty-five social service fraud cases, with a reported total loss of almost \$3.5 million, were investigated and cleared.

Statistics:

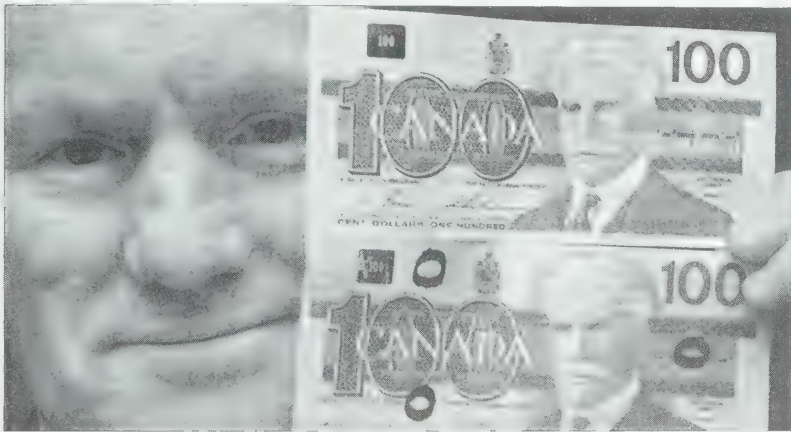
Total Arrests 132 (100 welfare-related)

Technology Crimes Unit

A new Technology Crimes Unit was established to identify and initiate enforcement of electronic criminal offences. The unit pays special attention to child pornography offences.

Special Investigations Branch

This branch provides specialized investigative and training support for the HWRP and for the community at large.



In 1998, a flood of excellent quality \$100 counterfeit bills surfaced in southern Ontario. The branch assisted other law enforcement agencies in the identification of the source of over \$3 million in counterfeit currency. A series of local alerts were broadcast and published to educate the public about how to recognize and identify the bogus bills.

Several investigations involving local bank branch managers resulted in three arrests and a reported loss by the banks of \$1 million.

Right: The new Technology Crimes Unit monitors electronic crimes



Investigative Services

Sexual Assault Unit

A new Sexual Assault Unit was established to conduct specialized investigations and to develop community partnerships with agencies working in this field. The unit conducted over 200 investigations during the year.

Family Crisis Unit

This unit reviews all reported incidents of domestic situations and ensures that appropriate action has been taken in response to the needs of the victims.



The kid's room at Central Police Station

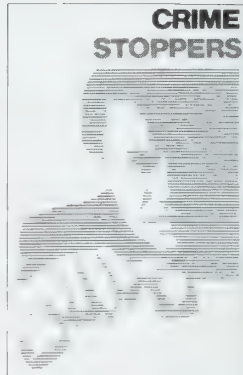
The unit also provides support services to the divisional Senior's Support Officers. Family Crisis Unit members participate on a number of local boards and committees. The new Domestic Violence Initiatives Program commenced in 1998. Fifty-six front line officers were identified and trained as domestic violence investigators.

Regional Youth Co-ordinator

The co-ordinator develops appropriate police responses to youth crimes in consultation with the community, enforcement agencies and youth institutions. In 1998, the co-ordinator position was re-deployed as a direct report to the Deputy Chief of Field Services.

Crime Stoppers

Police service members are seconded to support Hamilton-Wentworth Crime Stoppers in an effort to prevent and solve crime.



Coroner's Unit

This unit works in tandem with local coroners. It reviews all sudden death investigations and provides support to the family and next of kin.

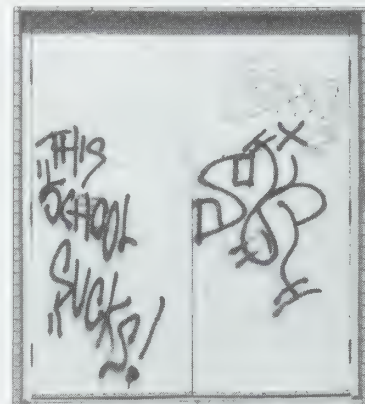
Pawn Unit

This unit develops and enforces relevant legislation and licensing by pawn shops and second-hand stores along with the recovery of stolen property.

Street Crime Unit

This unit is responsible for investigation and enforcement in the areas of "street gang" and "hate/bias" crime activity.

A Graffiti Task Force comprised of community councils/ groups, BIAs and other public stakeholders worked with the police to address local quality of life issues.



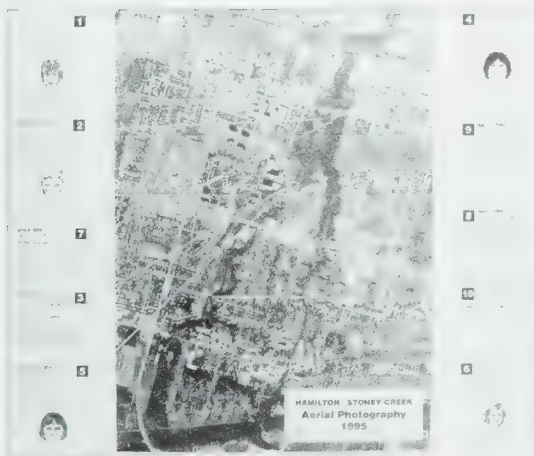
Investigative Services

The branch investigated 77 incidents during the year. In total, 74 arrests were made and 189 charges were laid.

Vice and Drugs Branch

This branch is responsible for investigation and enforcement in the areas of vice and drug related crime activity. An innovative "John School" program provides an alternative form of rehabilitation for offenders. To complement the "John School" program a "Jane School" diversion program was also created for prostitutes. This Branch made 315 arrests and laid 1,053 charges in 1998. Almost \$5 million worth of illegal drugs were seized during the year.

In October, a joint forces operation called "Project Dismantle" resulted in a large number of arrests of Satan's Choice motorcycle club members along with the seizure of illicit drugs and firearms. Several club members were charged with the 1996 bombing of the Sudbury Ontario police headquarters. The Hamilton clubhouse was also seized under the "proceeds of crime" legislation.



Top: Satan's Choice motorcycle clubhouse was seized under the "proceeds of crime" legislation

Above: HWRP Arson Unit investigated the Mackesy's Appliance Store fire

Left: Sample exhibit created by the Identification Branch

Patrol Division One



*Superintendent
Robert Martin*



Division One Service Area
46 square kilometres

Locations

Central Police Station
155 King William St.

Community Policing
Centres:

- Jackson Square
2 King St. West
- Landsdale Stinson
471 King St. East
- Beasley
27 Elgin Street

Citizen's Advisory Committee

Ms. L. Dowling
Mr. B. LeBarron
Ms. B. Mitchell
Ms. S. Woock
Ms. P. Chitty
Mr. R. Gillespie
Ms. H. Ortmann
Ms. J. Yurkiw

Division Highlights

Community Partnerships

Considerable emphasis was placed on beat officers and Community Response Branch (CRB) officers to build community partnerships through personal contact with Neighbourhood Watch (NHW) captains and local Business Improvement Associations (BIAs). Many letters of appreciation were received from citizens.

Officers arranged monthly meetings with NHW captains on their beats to share information from divisional beat reports. This personal contact also provided an opportunity for NHW captains to report neighbourhood concerns.

Command staff regularly communicated with local politicians, BIAs, and NHW associations to ensure that any police-related concerns were addressed promptly and efficiently.

Over the year, seven meetings were held with the divisional Citizen's Advisory Committee, where input was sought on both service-wide and divisional initiatives.

The number of volunteers at the Jackson Square Community Policing Centre increased from 13 to 22, while numbers at Landsdale Stinson and Beasley were maintained.

Increasing Visibility

Maximum police visibility in Hamilton's downtown core area was achieved in several ways:

- foot patrol officers walk alone and only pair-up after dark or when performing functions that necessitate officer-safety,
- core patrol officers are never off for lunch at the same time,
- a second bicycle officer was trained on each squad and deployed for high visibility when staffing levels permit.



Patrol Division One

"Mobile lunches" were encouraged and supervisors continued to ensure that officers were parked in high-visibility locations when writing reports or taking coffee breaks. "Park and walk" strategies were regularly used, with emphasis on high pedestrian traffic areas.

In partnership with the Pinky Lewis Recreation Centre, an office was established to allow beat officers to write reports, make phone calls, and interact with youth in the area.

Downtown Core Issues

Division One focused on several specific areas of concern in the core:

- aggressive panhandlers were targeted, and this activity has been substantially reduced
- groups of disorderly youths were targeted for loitering and trespassing
- increased attention was paid to bicycle and skateboarding infractions, with an increase in the number of charges laid.

Core patrol officers worked in partnership with Vice, Drug and High Enforcement Action Team (HEAT) officers to address problems identified at a number of licensed premises in the downtown core area.

Focus on HEAT

During 1998, the HEAT anti-prostitution project received a great deal of media attention. ONtv produced a four-part series, entitled "HEAT on the Street." The Hamilton Spectator published a number of articles about the HEAT unit and the anti-prostitution project. CHML radio's former morning-man, John Hardy, did numerous ride-alongs and was very vocal in his support of the HEAT unit's work.

Senior's Support

The Senior's Support Officer (SSO) developed and implemented strategies to assess the police-related needs of the seniors in our community. A network of contacts was established with a view to forming meaningful community partnerships aimed at improving the quality of life for seniors. The SSO also developed and delivered a number of crime prevention and safety presentations to seniors' groups in an effort to provide factual information and reduce crime-related fears.

COAST Pilot Project

The Crisis Outreach and Support Team (COAST) pilot project was established to effectively and efficiently deal with mental health crises in the community. In its first year, the program gained the support and respect of clients, agencies, medical professionals, and the police.

The COAST mobile team consists of a mental health worker and a police officer who offer interventions and support services throughout the region. COAST complements existing emergency psychiatric services of St. Joseph's Hospital.

A satisfaction survey sent to community and police personnel who had been in contact with COAST, indicated high levels of satisfaction with 98.2 per cent and 81.3 per cent respectively. One hundred per cent of police officers indicated they would refer others to COAST. The goal, from a police perspective, was to reduce the amount of time the front line officer spends on crisis calls.



A volunteer puts the finishing touches to the Lansdale Stinson Community Policing Centre

HEAT



Patrol Division One

Key Divisional Indicators

RIDE vehicle stops increased 44%
38,094 in 1998
26,436 in 1997

5,081 Provincial
Offence Notices
issued: more than a
10% increase over
1997

Although robbery
incidents increased by
34%, an increased
emphasis on targeted
enforcement, criminal
analysis, and criminal
debriefing had some
very successful results:

Break and Enter
Incidents down 5%

Theft of Vehicle
Incidents down 26%

Theft from Auto
Incidents down 20%

The COAST program has had a significant impact, both proactive and reactive, with mental health intervention. On average, COAST has responded to 71.5 hours of crisis calls per month, which would have normally been handled by front line officers.

It is impossible to determine the number of occurrences and recurrences that have been prevented because of the intervention and referrals of the triage worker and the follow-up support by the case managers. It is clear, however, that the case management system has been able to provide prompt referrals and has reduced the need for police and hospital involvement.

Marine Unit Activities

In 1998, the second year of the Marine Unit Strategic Alliance with the Halton Regional Police was completed.

Unit Statistics:

- 370 vessel inspections up from 280 in 1997
- 160 warnings issued up from 105 in 1997
- 80 distress calls answered . up from 50 in 1997
- 56 charges laid up from 34 in 1997
- 30 searches conducted up from 15 in 1997



RIDE vehicle stops were increased by 44% in 1998

Additionally, Marine Officers conducted in excess of 50 public presentations and displays to educate the public on boating safety. Officers also conducted a series of boating "safety schools" for young people.

In April, the first Inter-Agency Water Rescue training initiative conducted jointly by the Hamilton-Wentworth/Halton Regional Police Marine Unit, Burlington Fire Dept., Beach Rescue Unit, HMCS Star Naval Reserve and the Coast Guard was a success and received positive media coverage.

Citizen's Police College

A total of 32 citizens participated in two sessions conducted in Division One. Many of the participants found the training sessions so informative and enjoyable, that they applied to become volunteers.

The Citizen's Police College is designed to create a positive relationship between police and the community. The college offers citizens a look at the inner workings of the service, provides information on various issues, and allows citizens the opportunity to voice community concerns.

Working with Kids

A "High School Crime Stoppers" program was successfully implemented in several Division One high schools.

Seventy-five presentations were made to local high school students on subjects such as personal security, youth crime, and, drug and alcohol awareness.

Patrol Division One

The "Earn-a-Bike Program" involved 10 children from the Beasley/Stinson area who spent 30 hours each to clean up their neighbourhood. The children worked very hard and they each received a bicycle as a reward.

Kids, Cats and Cops

A major region-wide project was initiated by Division One Safety Officers in partnership with the Hamilton Tiger-Cats football club.

Almost 35,000 sets of sports cards were printed with players' photographs on one side and a traffic safety tip on the opposite side. Constable Tom Chalmers raised \$24,000 in corporate sponsorship for the program. The cards were distributed by officers to all children in grades one through five throughout the Region of Hamilton-Wentworth. The official kick-off occurred in November at Centennial School on John Street North.



Approximately 700 students attended, along with Chief Ken Robertson and Superintendents Bob Martin, Lynda Bowen and Phil Slack. Representatives from the school boards and the Hamilton Tiger-Cats were also in attendance.

To date, assemblies have been conducted at all schools within Division One, and over 3,000 sets of cards have been distributed to students. The Kids, Cats and Cops project attracted a considerable amount of positive media attention.

Award Recipients

Over the year, there were an exceptional number of examples of outstanding work by Division One officers.

Member of the Month Award

Member of the Month Awards were presented to serving Division One members who made outstanding contributions while performing their duties. These members (sworn or civilian) are honoured for their dedication, spirit and commitment.

January Member of the Month

On January 17, Constable Mike Joy responded quickly to a seniors' centre where an elderly woman was choking on a piece of food. Upon arrival, Constable Joy found the woman unconscious and turning blue. He quickly started the Heimlich manoeuvre and eventually dislodged the obstruction. Thanks to Constable Joy's actions, the woman made a complete recovery.



National Night Out

on August 4, was a great success with over 3,000 people attending four downtown festivals. National Night Out is a unique one-day community crime/drug prevention event involving citizens, law enforcement agencies, civic groups, businesses, neighbourhood organizations and local officials who participate in festivals, block parties and community marches.

Patrol Division One

Two aggressive driving campaigns, utilizing Community Response Branch and patrol personnel, resulted in the issuance of over 2,000 Provincial Offence Notices. The enforcement initiatives were directed at high accident or complaint areas in the Division.

October Member of the Month

Constable Tom Chalmers was selected for his vision and initiative in developing and expanding the "Kids, Cats & Cops" safety awareness program. Thanks to Constable Chalmers' tireless efforts,

34,000 grade school children received a complete set of Hamilton Tiger-Cat safety-tip sports cards.



December Member of the Month

On December 2, Constable Marshall Dickson was



on patrol when he heard someone yelling, "thief!" and noticed two men running across the street. Constable Dickson left his cruiser and pursued one of the suspects on foot. The foot chase ended in the suspect's arrest and the recovery of \$12,000 in stolen cash.

James Elliott Safe Driving Award

Division One received this award in recognition of the fewest "at fault" collisions. Division One experiences the highest number of Priority One and Two calls in the region.

Other Awards & Recognition

In April, Staff Sergeant Paul Morrison, Sergeant Bruce Graham, and Police Constables Dan Besse, Jaclyn Leishman, Imelda Martin and Phil Peckford attended a meeting of the Barton Street BIA to report on police progress in problem-solving in the area. Also in attendance were Mayor Bob Morrow, Aldermen Bernie Morelli, Ron Corsini and Andrea Horwath, and MPP Dave Christopherson. Approximately 75 business people were also present. The evening concluded with speeches by most of the attending politicians, praising the success of police initiatives in the area.

Sixty-three letters of appreciation were sent to local citizens, thanking them for assisting officers in a variety of situations. Some citizens were also recommended for life-saving and Police Services Board awards.

Charitable Deeds

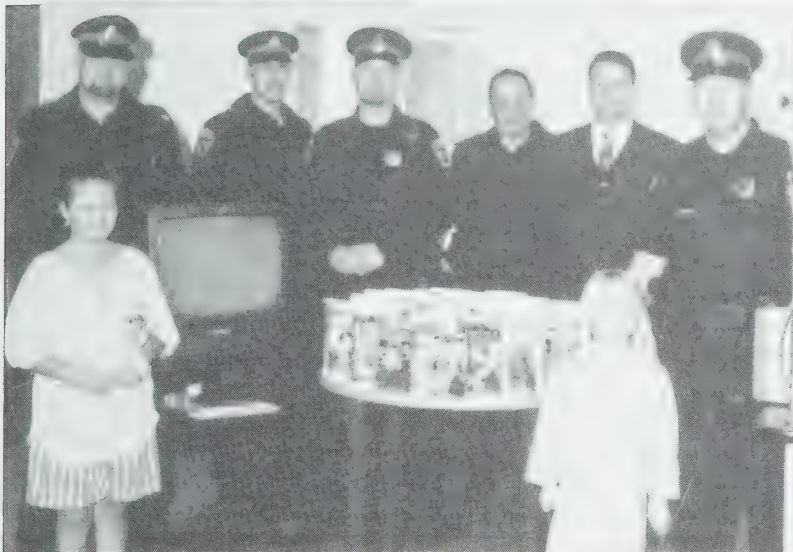
In partnership with the Red Lobster Restaurant, "A" Squad officers, on their own time, organized a "Cops and Lobster" day, working in the restaurant to raise \$750 for the Special Olympics.

In partnership with Sunoco Ltd., "C" Squad officers, on their own time, participated in a number of fund-raising events where they pumped gas and cleaned windshields to raise over \$5,000 for the Chedoke-McMaster Children's Hospital. On December 4, 1998, with the Chief and media present, six TV/VCR units and 50 movies were presented to the hospital while a number of uniformed officers interacted with the patients.

"C" Squad officers partnered with Tim Horton's Ltd. in fund-raising events which netted approximately \$1,000 for the Tim Horton's Children's Summer Camp.

Patrol Division One

"D" Squad officers organized a fund-raising event during the Christmas season, purchasing turkeys and food baskets for several families in Division One.



A number of Division One officers participated in the highly publicized "Cops for Cancer" Program where they had their heads shaved to raise money and awareness in support of cancer research.

Division One officers participated in the second annual Cops and Cats basketball season. It was a huge success, with over \$1,000 raised for charity and over 500 canned goods donated to Brennan House. Thousands of local students participated.

Additionally, officers participated in a number of high school/police sporting events, station tours and public displays during Police Week.

HEAT members participated in:

- Christmas Fund Raiser for Women's Shelters
- Tip-a-Cop (Red Lobster) and a spaghetti dinner fundraiser for the Special Olympics
- Heart & Stroke Ride-a-Thon

All members of the Community Response Branch, including the Superintendent and Inspector, contributed to a Christmas collection for a young single-parent family living in Division One. Three boxes of food were obtained with the assistance

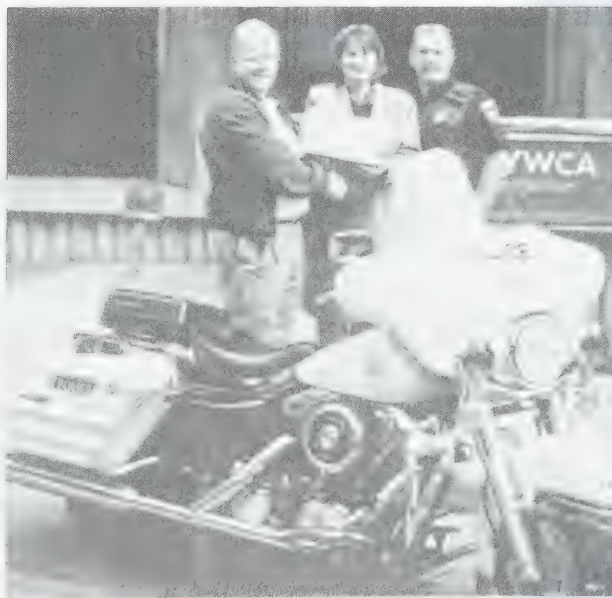
of community grocery stores, and gifts were purchased for both the mother and her young son.

Divisional Safety Officers Tom Chalmers and Randy Kovacsik played a key role in a fund-raising initiative for Camp Trillium, a camp for children suffering with cancer. The event took place during a Hamilton Bulldogs

hockey game at Copps Coliseum. Parents paid a donation to have their children photographed on a police motorcycle with "TC" the Hamilton Tiger-Cat mascot. A similar event for Camp Trillium took place at Pier 4 Park.

*Left:
"C" Squad officers raised over \$5,000 for the Chedoke-McMaster Children's Hospital. Six TV/VCR units and a selection of movies were presented to the hospital*

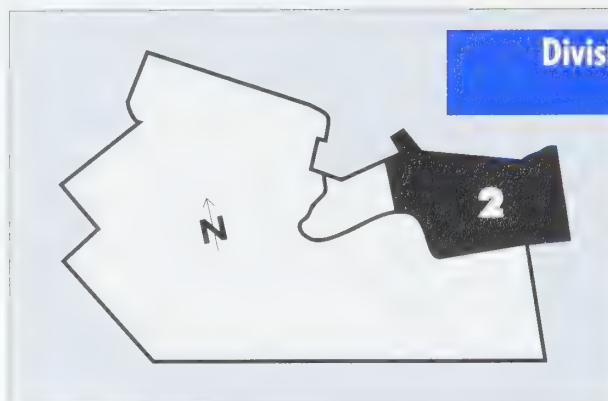
*Below:
1998 Child Abuse Prevention (CAPPY) Charities Ride. From left: 1st prize winner Mr. D. Bell, CAPPY Ride Co-Chairs Ms. J. Morrison and Constable Garry David*



Patrol Division Two



Superintendent Phil Slack



Division Two Service Area
148 square kilometres

Locations

Stoney Creek/East
Hamilton Community
Police Station
2825 King Street
East, Hamilton

Centre Mall
Community Policing
Centre, 1227 Barton
Street East, Hamilton

Division Highlights

Community Issues

In Division Two, youths frequenting parks and plazas increased to a point where it became a nuisance to the public. To address the issue, members of the High Enforcement Action Team (HEAT) held open discussions with community members that resulted in the HEAT unit providing support in the areas of enforcement and education. Service calls related to chronic community problems have since dropped.

Many neighbourhood problems have also been referred to the beat officer or Community Response Branch (CRB) to work with the community to solve problems.

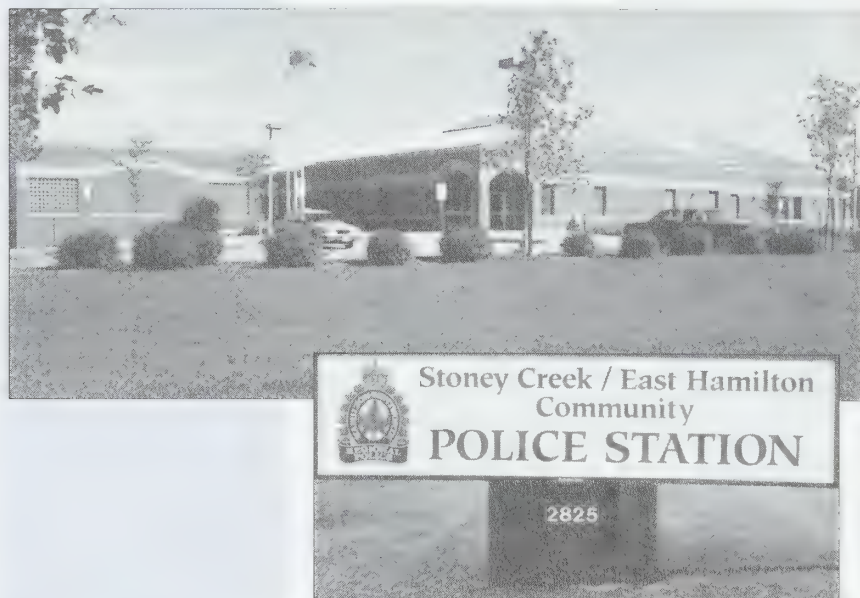
In Stoney Creek, the hiring of an additional By-law Enforcement Officer has reduced the number of by-law calls to the division. Working closely with patrol officers, Stoney Creek's By-law Enforcement Officer focused on nuisance complaints related to noise, loitering, and parks.

Community Partnerships

Relations between beat officers and Neighbourhood Watch Groups (NHW) continued to grow and flourish. Several meetings were held to address community issues such as:

- The Ravine Rapist
- Ontario Crime Control Commission (public forums aimed at reducing crime)
- Ferris Park Residents (youth problems)
- Hunter Park Residents (youth problems)

Ten new NHW start-up meetings resulted in 35 new co-ordinators. The Citizen's Police College was also used to attract new NHW members. The College creates positive relations between the police and community by giving participants an insight into the inner workings of the police department.



Patrol Division Two

Considerable assistance from the Volunteer Coordinator helped to ensure the success of the National Night Out festivals and Volunteer Appreciation night during Police Week. The East End NHW again entered floats in the Stoney Creek Flag Day and Christmas Parades, and coordinated the annual Torch Run Festival.

Citizen's Advisory Committee

The Citizen's Advisory Committee consists of volunteer citizen representatives from the Division Two service area. The group deals with various community issues at bi-monthly meetings. In addressing community problems, the committee works closely with Stoney Creek and Hamilton Council members.



Staff Sergeant Ken Leendertse awards a bike and helmet to one of the Earn-A-Bike participants

Centre Mall Community Policing Centre

The Centre Mall Community Policing Centre continues to flourish. In addition to deferring workload from the frontline, the centre provides a highly-visible community presence.

During 1998, the pool of 57 volunteers completed 5,385 hours of service, addressed 2,100 walk-in enquiries and took 235 citizen reports.

In June, Marg Marshall (Centre Mall Co-ordinator), Pat Saunders (Services Volunteer Co-ordinator) and Constables Dave Dunlop and Phil Cranmer attended the Community Policing Centres in Ottawa-Carlton to share ideas and information to enhance the centres.

Centre Mall volunteers have supported and overseen several community and policing initiatives such as:

- Senior Appreciation Days
- Bike Rodeo
- Police Week Centre Mall Display
- Earn-A-Bike Program
- Shop-Theft Program
- "Be Safe - Be Seen" Armbands
- Kid I.D. and Photo Day (154 passports issued)

Community Involvement Programs

Divisional staff maintained on-going commitments to community programs such as:

- "All Hands On Deck"
- "Bike Enforcement Week"
- "Skate-A-Thon"
- "Great Ride for Cancer"

School Liaison Program

To maintain safe and equitable school environments, School Liaison Officers (SLO) continued a zero tolerance approach with consideration for consultation when warranted. Constant communication with school staff, students, parents and the community resulted in numerous investigations related to safe school environments

SLOs conducted more than 100 classroom presentations on various topics at secondary and middle schools



A local cub group checks out the holding cells during a station tour

Citizen's Advisory Committee

Mr. K. Alexander
Mr. K. Beatty
Mr. R. Blunsden
Mr. G. Mander
Mr. F. Pizzoferrato
Ms. A. Varangu
Mr. M. DiVittorio
Ms. J. Erskine
Ms. S. Hicks
Dr. B. McMillan
Mr. G. Thompson
Mr. A. Viola Jr.

Patrol Division Two

Senior's Support

The Senior's Support Officer (SSO) has become a key service provider to the elderly in the community. During 1998, the SSO:



Senior's Support Officer Constable Pat Blake

- conducted 60 crime prevention presentations to over 1,500 participants.
- investigated 250 incidents (both self-generated and assisting uniform patrol) dealing with seniors. This greatly surpassed the goal of eight per month

A new senior's pedestrian program, "SOS - Stepping Out Safely" was developed through the collaborative efforts of the Trauma Prevention Council of Central West Ontario, Hamilton-Wentworth Regional Police Service, Hamilton-Wentworth Regional Public Health Department, Ministry of Transportation, and the Regional Municipality of Halton Health Department

In an attempt to gain further insight into elder abuse detection and response, the SSO developed liaisons with

- ACE Advocacy Centre for the Elderly (Toronto)
- City of Hamilton Building Department
- Ministry of Consumer & Commercial Relations
- Community Care Access Centre (Senior's Case Managers)
- Officer of the Public Guardian

Plans were also developed to increase awareness and understanding of elder abuse, international frauds and scams internet issues, and power of attorney

Traffic Safety

The Divisional Safety Office (DSO) continued to answer community safety concerns by offering quick response to traffic complaints. Responses are a cooperative effort between uniform patrol, as well as City and Regional staff.

1998 highlights and statistics include:

- 2,810 speeding violations
- 725 other violations
- 140 complaints received and handled
- Station 2 speeding: 6,137
- Station 2 others: 2,778
- Station 2 RIDE: 42,631
- 45 violations during the "Please be Seated" (seat belts/baby seats) initiative in April
- 223 signal violations and 24 other violations during "Operation Red Light" (conducted at intersections with the highest motor vehicle collision rates)
- Continued success with the on-going enforcement program operated in partnership with Ontario's Ministry of Transportation.

The new "Blow the Whistle on Crime" program was launched during Crime Prevention Week 1998. The Senior's Support Officer distributed Fox 40 whistles to seniors throughout the community.



Division Two officer demonstrates laser radar equipment to a group of students

Patrol Division Two

RIDE lane checks were increased to more than 42,000; the highest divisional total in the region. In partnership with Ontario Provincial Police, visibility was increased along the QEW, Service Roads and Van Wagners Beach.

The annual Summer Safe program was conducted by the patrol branch and marine unit to ensure safe and sober boating in the Van Wagners Beach area.



Constable Brian Harbison chats to two young community members. The uniformed bike patrol officer took time to explain his roles and responsibilities

Station News

A new station-identification sign was installed in the spring. The sign is highly visible and reflects the community - Stoney Creek and East Hamilton. In the lobby, a neighbourhood map was installed that features all beats with corresponding beat officer business cards, and community service information pamphlets. The map helps visitors to identify and access their local beat officers.

Award Recipients

Leonard G. Lawrence Award

Named after former Police Chief Leonard G. Lawrence, this award recognizes officers with a strong sense of duty and a commitment to the community they serve. The 1998 award was bestowed on Constable Dave Dunlop

In 1995, Constable Dunlop was assigned the task of working with the Ottawa Street BIA and the Centre Mall to develop a "store front office" to better serve the community. Constable Dunlop quickly established a community network to assist with the equipping and funding. He recruited and trained 75 volunteers and got the Centre Mall Community Policing Centre up and running.



To Constable Dunlop's credit the centre has continued to grow and flourish. It has become a benchmark for other regional policing centres

Key Divisional Indicators

An increased emphasis on targeted enforcement, criminal analysis, and criminal debriefing had successful results:

Break and Enter Incidents down 19%

1,504 in 1998

1,861 in 1997

\$386,000 in recovered stolen property

Vehicle Thefts down 6%

1,301 in 1998

1,385 in 1997

Robbery Incidents up 6%

123 in 1998

116 in 1997

In excess of 1,300 criminal arrests

A 34% increase in traffic enforcement across the division.

Patrol Division Two

Member of the Month Award

The Member of the Month Award is presented to serving members who have made outstanding contributions while performing their duties. These members (sworn or civilian) are honoured for their dedication, spirit and commitment.

February Member of the Month



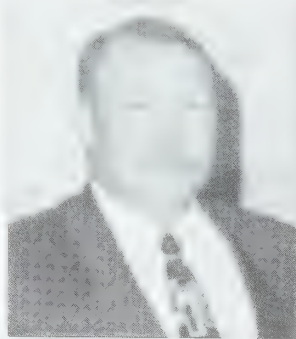
On February 11, while off duty, Constable Mike Lessick responded to a neighbour's request for help following a break and entry. Constable Lessick obtained a description of the suspect and immediately began to search the area. He successfully located the suspect and was subsequently assaulted while effecting his arrest.

The suspect was identified as a career criminal with over 29 previous convictions and several outstanding warrants.

May Co-Member of the Month

On May 7, Constable Larry Larson responded quickly to a home where a four-year-old boy had stopped breathing.

He was met at the door by the father who quickly handed the boy over and pleaded for help. The child's vital signs were absent, and his skin pallor was very blue. Officer Larson used a spoon to pry open the child's mouth, then removed an obstruction of food blocking the boy's airway. Artificial respiration was initiated by Constable Larson, and the child regained consciousness.



The introduction of Domestic Violence Investigators has made these investigations more efficient, and increased the efficiency of patrol time.

The fire department subsequently responded and continued emergency treatment. The child has since made a full recovery thanks to the quick actions of Constable Larson.

July Members of the Month Award

On July 8, Officers Trevor Banbury and Jason



Lloyd responded to a call from a woman about to give birth. Upon arrival, they found the woman lying in her doorway, in labour.

Preparations were made for the birth of the child as the Ambulance and Fire Department had not yet arrived on the scene. Both officers did an excellent job in delivering a 6 lb. 2 oz. baby girl.



August Member of the Month Award

Staff Sergeant Bob Maxwell was selected for his leadership and guidance of the men and women of the Hamilton-Wentworth Regional Police Service Honour Guard. Having initiated the Honour Guard several years ago, Staff Sergeant Maxwell has volunteered a great deal of his own time to this group of dedicated professionals.



Patrol Division Two

The Honour Guard has represented a police presence at functions both inside and outside the region. It has provided a significant contribution that brings pride to the organization and the community.

Other Awards

Divisional Safety Officer Graham Williamson attended the Advanced Traffic Course at the Ontario Police College in 1998 where he attained the highest mark of all attending Ontario officers.

Commendation letters and other forms of recognition are displayed on the newly-installed 'Diamond Board' in the lobby of the Stoney Creek/East Hamilton Police Station. The Diamond Board is a fine display of the quality service HWRP officers provide to the community.

Charitable Deeds

Division Two participated in numerous fundraising events throughout the year, including:

- Cops for Cancer
- CHML Christmas Tree of Hope Campaign
- Child Find
- The Great Ride for Cancer
- During the Christmas season, "D" Squad officers organized a fund-raising event to assist families in need.



The 4th annual COP CAMP in July was once again a "sold out" success. In addition to a variety of sports, the one-week summer camp offers kids a behind-the-scenes look at policing



Above: Division Two officers with the Snowbirds at the Hamilton International Air Show

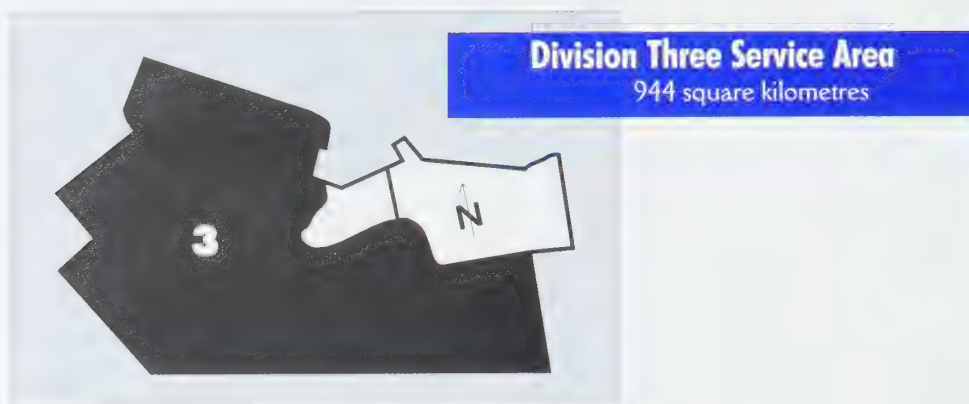
Left: The 5th Annual Special Olympics Torch Run was held at the East End Police Station in June

Division Two officers started the highly successful "Warm-a-Heart" winter clothing drive that has since evolved into the service-wide Project Bundle Up.

Patrol Division Three



*Superintendent
Lynda Bowen*



Locations

Mountain Police
Station, 488 Upper
Wellington Street

Ancaster/Dundas/
Flamborough Police
Station, 2 King Street
West, Dundas

Ancaster Community
Policing Centre
365 Wilson Street
West, Ancaster

Lime Ridge Mall
Community Policing
Centre, 999 Upper
Wentworth Street,
Hamilton

Waterdown
Community Policing
Centre, 32 Hamilton
Street N. Waterdown

Division Highlights

Community Initiatives

Division Three officers worked closely with the 90 Neighbourhood Watch (NHW) Coordinators in its jurisdiction. Beat officers met with their respective co-ordinators to review neighbourhood statistical reports and to develop and implement crime prevention initiatives.

The patrol squads focused on developing high-visibility initiatives to reduce crime. The squads employed a public display and news coverage strategy. They targeted auto theft, break & enter and loitering/graffiti crimes.

The Community Response Branch (CRB) focused on providing quality crime prevention information throughout the community. Initiatives included mall displays and public presentations as well as newspaper, radio and television coverage. The CRB also organized 10 new Neighbourhood Watch groups within the service area and conducted two Citizen's Police College sessions during the year.

The two Citizen's Advisory Committees that represent Hamilton Mountain, Glanbrook, Ancaster, Dundas and Flamborough met regularly during the year and attended the region-wide meeting during Police Week.



*At the 1998 Neighbourhood
Watch Coordinator's
Appreciation Dinner, Ken and
Rose Wilson were presented
with the annual award in
recognition of outstanding
efforts and successful
programs*

*From left to right: Ken
Wilson, P.C. Jon Alsbergas,
P.C. Paul Evans, Rose Wilson
and P.C. Denise Dyment*

Patrol Division Three

The Committees worked on raising their internal and external profiles through contact with divisional staff, politicians and community groups. They also promoted the Community Policing Centres throughout the community.

The Community Policing Centre officers and volunteers worked with their counterparts in Divisions One and Three to organize and implement the Earn-A-Bike Program at Lime Ridge Mall and the Block Parent Photo Day, a Block Parent Program fundraising event.

HEAT Activities

The High Enforcement Action Team (HEAT) developed the "Be on the Lookout" project and actively participated in the region-wide High Risk Offender Program.



Left: P.C. Steve Wenzowski shows his appreciation of Waterdown volunteers

Below: P.C. Denise Dyment with a group of Citizen's Police College graduates

During 1998, HEAT established that area high school students were involved in counterfeit currency related offences. A high-school amnesty program led to the recovery of more than 100 counterfeit bills.

HEAT conducted a successful high school undercover Controlled Drugs & Substances Act operation to respond to complaints from school principals. In total, the team made 282 arrests and laid 681 charges during the year.

Safety Initiatives

Divisional Safety Officers (DSO) developed a system to track and respond to traffic complaints. The DSOs conducted 1,300 site visits and issued 3,000 Provincial Offence Notices (\$600,000 in fines). A selective enforcement initiative on the Lincoln Alexander Parkway resulted in the issuance of 479 Provincial Offence Notices.

DSOs also participated in the Child Safety Seat Program and the senior citizen pedestrian "Stepping Out Safely" project. Working in partnership with the Ontario Ministry of Transportation, the DSOs participated in an on-going Joint Truck Safety Initiative campaign to remove unsafe vehicles from the roads.

Citizen's Advisory Committees

Mr. P. Bancroft
Mr. H. Sprague
Mr. D. Vice
Mr. C. Purich
Ms. J. Kleven
Mr. R. Hishon
Mr. A. G. Graham
Dr. R. Zizzo
Mr. L. White
Mr. V. Williams
Mr. K. Kawamoto
Ms. J. Knowles
Mr. E. Raphael



Patrol Division Three

Key Divisional Indicators

Overall number of reported criminal offences down 4%

13,699 in 1998

14,332 in 1997

Break and Enter Incidents down 4%

1,751 in 1998

1,816 in 1997

Theft of Vehicle Incidents down 24%

1,452 in 1998

1,904 in 1997

Reportable Traffic Accidents down 13%

1,730 in 1998

1,967 in 1997

RIDE Vehicle Checks: 24,000



An enthusiastic group of "Earn-a-Bike" program participants

Senior's Support

Throughout 1998, the Senior's Support Officer (SSO) was involved in a number of initiatives in conjunction with other divisional SSOs and a number of local community agencies including the "Canada Post Alert (Letter Carriers On-Alert)" and the "Talk to a Cop" program.

Student Programs

A secondary school student anti-drinking and driving program was developed in conjunction with the local Trauma Councils. The program included staged accidents and rescues along with special presentations including drunk-driver testimonials at school assemblies.

Crime Stoppers programs were established in local high schools and Community Anti-Loitering Program (CAP) presentations were delivered to 2,900 students.

Divisional Youth Officers worked with the Regional Health Department on the Alcohol Cannabis and Tobacco Health Promotion (ACTION). The promotion was designed to reduce substance abuse and violence in schools by promoting healthy lifestyles.

Award Recipients

Over the year, there were an exceptional number of examples of outstanding work done by Division Three officers.

United Nations Service Medal

On August 23, 1998, Senior Police Constable Ivan (John) Rogolja (Community Resource Officer, Community Response Branch) was awarded the United Nations Service Medal in recognition of his



"exemplary performance" while on UN secondment in Bosnia and Hercegovina in the former Yugoslavia. Constable Rogolja monitored and trained local police and human rights observers.

Ontario Women in Law Enforcement Award for Leadership

Police Constable Elizabeth Latner was assigned to the position of Senior's Support Officer (SSO) in January 1998. Constable Latner played the lead role in developing the SSO position for HWRP. She designed and implemented new police initiatives that address the concerns, issues and crimes that affect our senior citizen population.

Patrol Division Three



P.C. Elizabeth Latner receiving award from Guelph City Police Chief Lenna M. Bradburn

Member of the Month Award

The Member of the Month Award is presented to serving members who have made outstanding contributions while performing their duties. These members (sworn or civilian) are honoured for their dedication, spirit and commitment.

January Member of the Month

Sergeant Ian Mathews, while off-duty, saved the life of a man overcome by carbon monoxide.



Sergeant Mathews had spotted the car and driver while on general patrol, however, an initial Canadian Police Information Centre (CPIC) investigation on his part yielded no results.

Later the same day, detectives working on a case involving the car and occupant contacted Sergeant Matthews who volunteered to return to work to assist in the investigation. Thanks to Sergeant Matthews' quick thinking and actions, the idling vehicle and unconscious occupant were located in a rented storage unit.

September Member of the Month

Constable Ian McKellar was recognized for his outstanding contributions to the "Safe on Six" program which has significantly reduced the number of traffic fatalities on Highway #6. In 1995, Constable McKellar became part of a committee dedicated to reducing the horrific number of fatalities on this highway between Hamilton and Port Dover. Constable McKellar was instrumental in ensuring that all highway infractions were diligently enforced by HWRP as well as the OPP, and his actions have been directly responsible for the reduction of fatalities on this stretch of highway.



The Division Three Ancaster/Dundas/Flamborough Police Station at 2 King Street West in downtown Dundas

Patrol Division Three

November Member of the Month

Constable Frank Bogdan's keen street sense and powers of observation resulted in an outstanding



arrest in September. Constable Bogdan was on patrol in Dundas when other units were dispatched to an Ancaster "entry in progress." Constable Bogdan took the initiative to drive over the 403 Highway and park his cruiser on the ramp

where, within minutes, he spotted the suspect vehicle. After notifying the dispatcher, Constable Bogdan helped coordinate other cruisers to apprehend the van. As a result of Constable Bogdan's actions, three men were arrested and 14 other entries were cleared.

Investigative Highlight

Between spring 1997 and summer 1998, several commercial break and enters were reported; many of which indicated "no signs of forced entry." Further examination revealed entry was gained through the aid of a tool which allowed the door locking mechanism to be turned. After a routine traffic stop, suspect information was developed. Through investigative perseverance an arrest was made which cleared 53 commercial break and enters and revealed the mystery tool used.



Scenes from the Police Week Barbeque in Dundas. Left: Sergeant James Cairns and Constable Elizabeth Latner cooking up a storm. Right: Inspector Ken Howard chats with a young guest

Charitable Deeds

In June, the Inaugural Intergenerational Golf Tournament "Students Fore Seniors" was held at Chippewa Creek Golf Course. John Dailey, School Liaison Officer, and Liz Latner, Seniors' Support Officer, developed the tournament idea as an opportunity to bridge generation and societal gaps between students and seniors. The foursomes consisted of a student, senior, police officer and local sports celebrity. Proceeds from the highly successful event were donated to the Elder Abuse and Self Neglect Task Force of Hamilton-Wentworth and to the local Ronald McDonald House.

"A" Squad members shaved their heads for the "Cops for Cancer" initiative and they participated in "The Longest Day of Golf" fundraiser for the Canadian Cancer Society.

During Police Week, "B" Squad members hosted a highly successful fund-raising barbeque for the Canadian Cancer Society.



Patrol Division Three

Throughout 1998, staff from Division Three continued to build and develop community partnerships. The photographs on this page represent just a few of the many programs and initiatives that promote positive non-enforcement contacts with the community.



Citizen's Police College graduation ceremony at Sir Allan McNab School



Constables Gerry Shulist and Jeff Coleman assist Elliot Raphael (Advisory Committee Member) in "Protecting Furby" as part of a Christmas promotion



A mock car accident formed part of the anti-drinking and driving program delivered to local secondary schools



Kid's Safety Program Mascots, Bert and Gert, drop in for a visit at the Waterdown Community Policing Centre



Dundas Police Station Shift Group

Field Support Bureau



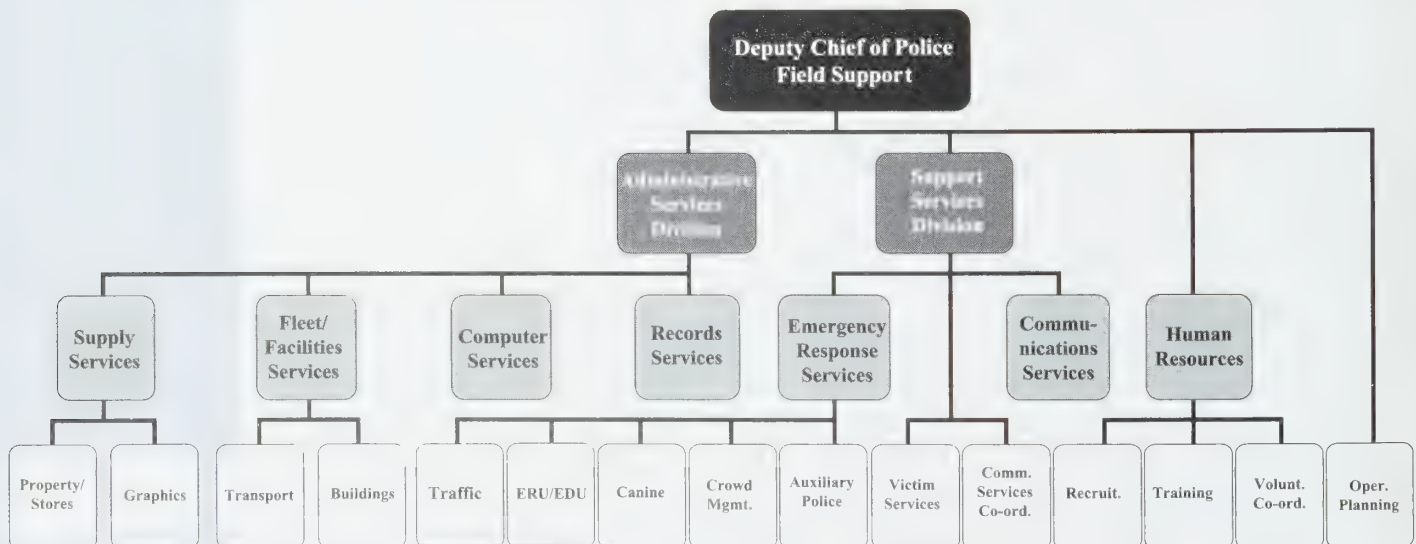
Deputy Chief of Police
Field Support
Tom Marlor

On June 15, the position of Deputy Chief, Field Support was created. This role ensures provision of necessary equipment and resources to the front-line officers that allow them to do their job with maximum efficiency.

The Field Support portfolio is comprised of two major divisions: Administrative Services and Support Services. These divisions are further subdivided into seven major services and 15 subsidiary services, all of which complement the work done by front line employees.

This is an extremely challenging time due to a whirlwind of technological and legislative changes that have affected policing services worldwide. Our police service is meeting the challenge by upgrading our systems to accommodate the needs of our police officers, thus enabling us to maintain effective communication and working relationships with other police services. The community has truly benefited from our effective application of administrative and support services, as officers are now able to devote more time to actual policing issues and forming closer partnerships with the residents of Hamilton-Wentworth.

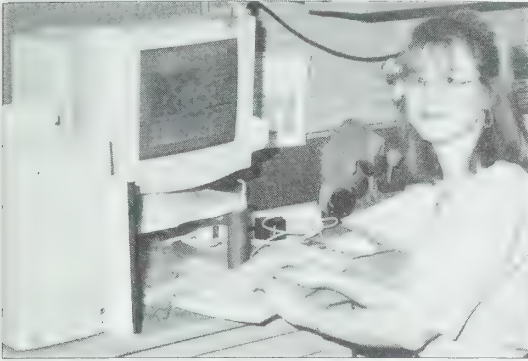
Organization Chart



Administrative Services Division

Computer Services Section

The HWRP web site was launched in May. Designed to reflect the force's community-based policing philosophy, the site is easy to navigate and provides useful safety and security information.



The HWRP web site at www.police.hamilton-went.on.ca is informative and user-friendly

A major phased-in leasing project began with the acquisition and installation of a new hardware platform to PCs.

A project to upgrade the computer-aided dispatch system to a Windows platform began in cooperation with the Hamilton Fire Department.

Fleet/Facilities Section

To increase police visibility, eight vehicles were painted white and permanently marked. A further 25 white vehicles were equipped with magnetic HWRP decals. A leased-cruiser pilot program was monitored and evaluated as a part of the fleet restructuring program.

Participation in the Provincial Co-operative Purchasing Group resulted in a significant reduction in the cost of tires and other auto parts.

A joint committee was formed to determine the location and design of a new Hamilton mountain police station.

Turner Park, in the vicinity of Rymal Road and Upper Wellington Street on the south mountain, was targeted as a possible location for a combined police, library and recreation complex. The Mountain Regional Transit Complex on Highway #6 in Mount Hope was also being considered.

New workstations were purchased and installed in a number of offices throughout the service. Work in these areas also included facility renovations and upgrades.

Records Section

In addition to the normal day-to-day record keeping associated with crime prevention and law enforcement, firearms acquisition certificates and permits to transport restricted weapons are also issued by municipal police forces. The HWRP liaises with the Chief Provincial Firearms Office in the issuance of certificates, new legislation and enforcement requirements. The HWRP successfully implemented project FRDDDES: Firearms Registration Direct Data Entry System.



*Superintendent
Terry Sullivan*



Fully-equipped patrol unit

Administrative Services Division

Key Divisional Indicators

Police Vehicles:

90	Cruisers
83	Unmarked Cars
28	Vans
16	4-Wheel Drives
12	Motorcycles
6	Specialty Vehicles
5	Trucks

6.4 million kilometres travelled in 1998

The new uniform store facilitates the routine replacement of staff uniforms



The Freedom of Information Branch processed 534 formal requests pursuant to the Municipal Freedom of Information and Protection of Privacy Act – an increase of 44 per cent over the previous year. The branch also processed approximately 2,500 informal requests consisting of information sharing with approved law enforcement agencies and institutions.

Supply Services Section

The Graphics Branch added and upgraded equipment and introduced activity reports to determine productivity and identify functions that are not cost effective. The branch established a new three-year contract for improved copying services at a reduced cost.

The Stores Branch established a Uniform Store for the routine replacement of staff uniforms. The branch introduced new long lasting and cost effective wash and wear uniform clothing. The Property Branch installed specialized storage facilities, containers and increased shelf space. A bio-hazardous work/wash station was also installed.

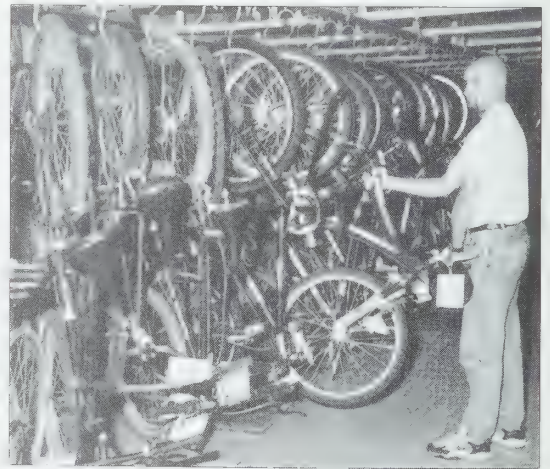
Human Resources Section

Police officer applicants receive a pre-interview assessment test from an outside agency: Applicant Testing Services Inc., of London, Ontario. Human Resources interviewed almost 300 applicants to recruit 47 new officers.

Four civilian members and 27 police officers retired during the year.

The Human Resources section implemented new and innovative performance appraisal, career development and job sharing programs for our members. The programs are designed to enhance the workplace environment.

The Training Branch provided many in-house professional development courses including leadership skills, organizational behaviour, legislative changes, new technology training, and advanced and specialized law enforcement training. Members of the force also attended a number of Canadian Police College and Ontario Police College training courses.



The Property Branch installed specialized storage facilities and containers

Support Services Division

Priority Response System

On December 1, the Communications Branch launched a new Priority Response System (PRS) to efficiently and effectively process 90,000 annual service calls. The system categorizes the seriousness of calls and determines the appropriate level of response. A multi-media marketing strategy educated internal and external customers about the new system.

Priority 1: Immediate Response

- Crime in progress with suspect(s) still at or near the scene
- Emergency event with injury or likelihood of injury

Priority 2: Within 15 Minute Response

- Crime has just occurred and the suspects have left the immediate area – whereabouts unknown

Priority 3: Within 30 Minute Response

- Other calls that require a prompt response

Priority 4: Within 3 Hour Response

- Other calls that cannot be handled by walk in reporting

"911 for Kids"

The Communications Branch developed and delivered a "911 for Kids" program. The program is a comprehensive education campaign targeting kindergarten students throughout the region.

Explosive Disposal Unit

In September, the Explosive Disposal Unit (EDU) formed a strategic alliance with the Niagara Regional Police Service to improve operational responses while reducing cost.

Crowd Management

The Crowd Management Unit also entered into mutual-aid agreements with neighbouring police services to create operational and fiscal efficiencies.

Traffic Initiatives

The Traffic Branch developed and implemented a successful, high profile anti-aggressive driving campaign called "Operation Impact" to reduce the number of collisions at high-rate intersections throughout the region. The campaign's marketing partners included the Canadian Automobile Association, Insurance Bureau of Canada, Ministry of Transportation and the local news media.

An "Aggressive Driving Hotline" was also established to allow the public to call in and report aggressive drivers. The Traffic Branch issued letters and conducted follow-up investigations based upon the telephone reports.

To increase public awareness, an "All Hands on Deck" program was developed and implemented on a region-wide basis. The program addressed several traffic safety issues, but in particular, red light violations. The program received an excellent level of media attention.



*Superintendent
Brian Mullan*



*Right: EDU officer
approaches
a suspected explosive device*

Support Services Division

Constable Denise Leonard and partner Rocky are featured on "Canine Cop Cards"



Victim Services

The Victim Services Branch provides short-term support and referral advice to victims and their families, and they administer the Domestic Violence Emergency Response System (DVERS). The branch is comprised of three full-time staff supported by a corps of volunteers. There are 16 specialized volunteers trained to respond to children who witness domestic violence.

Canine Cop Cards

The Canine Unit developed and implemented "Canine Cop Cards" which are distributed at school visits and at public presentations. The trading cards feature officers and their dogs on the front with brief biographies on the reverse. The cards are popular, with some officers using them as business cards. This program was launched at the local Society for the Prevention of Cruelty to Animals Centre.



Constable Dave Schwalm, Special Events Coordinator, organized over 200 events during 1998



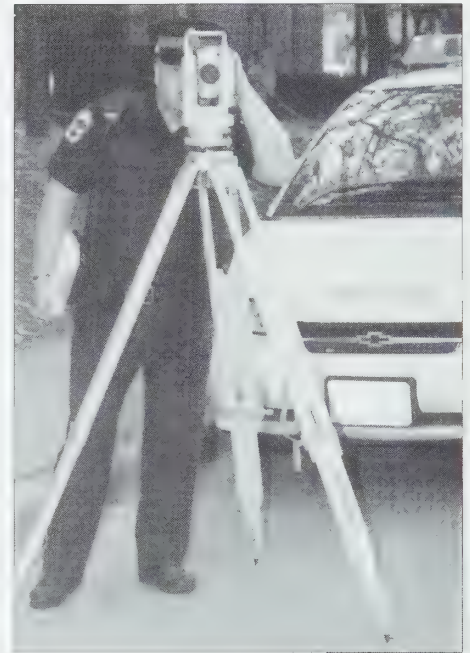
Auxiliary Police Recruits

The Auxiliary Police Branch recruited 20 new members who graduated from their training program in May during Police Week.

Community Services Coordination

The Community Services Coordination Branch administered the following events:

- Police Week
- Chief's Dinner
- Cyclemania Bicycle Safety Program
- National Night Out
- Crime Prevention Week
- Citizen's Police College



The Traffic Branch's Operation Impact targeted aggressive drivers

The branch also participated in:

- Neighbourhood Watch
- Block Parent
- Community Organization for Low Degrees
(assists the homeless during extremely cold temperatures)
- Hamilton Safety Council
- Trauma Prevention Council
- Operation PAL
- Hamilton Bicycle Safety Steering Committee.

Division Receives Award

The Hamilton-Wentworth Regional Police and the community partners won a provincial award for Best Innovative Program for Bicycle Safety in the Road Safety Challenge initiative.

Charitable Deeds

"Canine Christmas Hospital Blitz" - The Canine Unit visited the McMaster Children's Hospital and the pediatric ward at St. Joseph's Hospital to provide canine demonstrations.

Support Services Division

Emergency Response Unit (ERU)

In October, the ERU team finished second out of 10 teams in the Ontario Tactical Round-Up. This is an annual competition conducted by the Ontario Tactical Advisory Board. Our members competed in several different exercises including multi-weapons shoot, combat pistol shoot, an officer rescue event, and a sniper shoot.



Above:
The HWRP Emergency Response Unit

Below:
EDU officers with the unit's bomb disposal robot



Key Divisional Indicators

\$186,000 collected	Alarm Reduction Program Fees
\$139,000 collected	Towing Fees
\$32,000 provincial grant	RIDE Program
124,000	RIDE Checks Region-Wide
26,110	Hazardous Moving Violations (+26.2%)
6,613	Other Traffic Violations (-1%)
10,392	Collisions (-1%)
2,290	Fail-to-Remain Collisions
18	Fatal Collisions (-18%)
495	Alcohol-Related Driving Offences
89,293	Total 911 Calls Answered
784	Victim Services Occurrences (900 clients/3,000 telephone calls)
208	Region-Wide Special Events (co-ordinated by the Traffic Branch)
75	ERU Tactical Calls
33	High Risk Warrant Executions
22	Barricaded Armed Persons
11	High-Risk Prisoner Escort/Court Details
9	Assistance for Canine Unit Searches
41	Explosive Disposal Unit Service Calls
23	Improvised Explosive Devices/ Suspicious Packages
16	Disposals of Commercial/Military Ordinance
2	Bombing Investigations
526	Canine Calls (including area search, article search, building search, missing person and tracking activity)

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